BOC
A Member of The Linde Group

NHS

UltraFill Self Filling System with Portable Cylinders.

Equipment Guide.

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UltraFill is an advanced home oxygen system that combines a stationary oxygen concentrator and filling station and is provided with two long-lasting cylinders. The system will meet the needs of a wide range of oxygen patients, including those who are highly active or require continuous and/or pulsed flow oxygen.

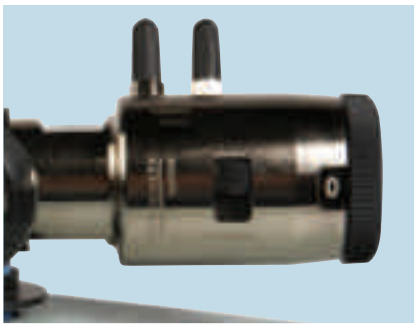
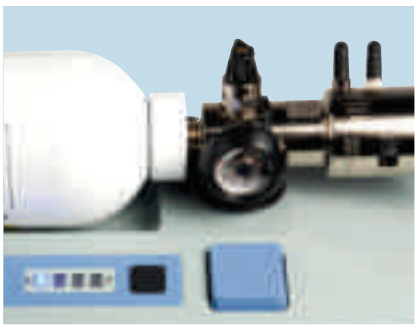
The EverFlo unit takes oxygen from room air, filters it to the correct concentration and provides it to the UltraFill filling station. Then the oxygen is compressed into a cylinder which can then be used for your ambulatory requirements. You can use the oxygen concentrator up to 3 LPM whilst filling the cylinder provided. This gives you a continuous oxygen supply whether you're in the comfort of your own home or out and about.

Startup checklist.

Before filling UltraFill oxygen cylinders, check to make sure that the system is set up correctly. Follow the checklist below to ensure proper filling.

IMPORTANT: Please ensure you read all accompanying literature supplied prior to using your home oxygen equipment. In particular, pay attention to the section on not smoking or allowing others to smoke near your equipment.

		Action	How to verify
1.		Ensure tubing is properly connected between UltraFill and the oxygen concentrator. Check for kinks.	Inspect visually.
2.		Check oxygen concentrator is switched on.	Green light on top panel should be lit. If not, check that the power cord is plugged in and the power button is depressed. If the problem persists, contact BOC on **0800 136 603**.
3.		Check oxygen concentration level is properly set. The concentrator should be at or below 3 LPM.	Check the concentrator's flow meter.

		Action	How to verify
4.		UltraFill is switched on.	Green light on top panel should be lit. If not, check that the power cord is plugged in and the power button is depressed. If the problem persists, contact BOC on **0800 136 603**.
5.		Check that conserver or regulator is in the "0" position.	Inspect visually.
6.		Raise the cylinder rest to fill a 1.0L cylinder, **OR** Lower the cylinder rest to fill a 2.0L cylinder.	Inspect visually.
7.		Connect the cylinder to the UltraFill device.	One or more lights on the fill-level indicator is lit.
8.		Depress start/stop button. Filling has started.	If cylinder is not full, one light on the fill-level indicator will flash. If full, all 4 LEDs (Light Emitting Diodes) will be lit.

		Action	How to verify
9.		Filling complete. Release cylinder from UltraFill.	All lights on the fill-level indicator are solidly lit.

Using your cylinder.

		Action	How to verify
1.		Please ensure your cylinder is set to your prescribed setting. It is unsafe to use the cylinder at any other setting other than the prescribed one.	Inspect visually.
2.		Make sure the shut-off valve is completely opened (turn knob fully anti clockwise). Cylinder is ready for use. NOTE: Always make sure the shut off valve is always open unless otherwise instructed.	Inspect visually.

Safe transport of your UltraFill.

Please take extra care when moving the UltraFill device, particularly across an uneven surface, through doorways or into a lift. Follow the general guidelines below to move the UltraFill device safely.

Correct transport method

The proper method for moving the UltraFill device is to first remove the cylinder, then either lift the unit using its two handles or pull the device along using the handle, as shown in the image. This is also the correct way to move the device across an uneven surface.

Incorrect transport method

Never attempt to move the UltraFill device with the cylinder attached or by pushing the top of the unit along its width.

Power failure/Concentrator breakdown.

What to do if your oxygen concentrator breaks down or you have a power failure.

Switch to your back-up cylinder and call the Patient Service Centre on **0800 136 603** and explain what the problem is. They will ask you a series of questions to determine what the problem might be. It is crucial that you give them as much help as you can. They will then give you advice on how to fix the problem or if this is not possible, they will arrange for one of our PSRs to visit you. Our free phone line **0800 136 603** is open 24 hours a day every day of the year to respond to emergencies.

If you feel unwell then it is important that you contact your doctor so that he/she can provide guidance.

Back-up cylinders

These cylinders are normally provided for use in case of power failure or breakdown of the concentrator.

Electricity refunds.

What is an electricity refund?

As part of our service we will refund the cost of electricity used by the oxygen concentrator on a quarterly basis. After you have been using the oxygen concentrator for approximately 3 months, a BOC Patient Service Representative (PSR) will ring you to advise that a service is due on the equipment. It is important that you are available for this visit as the PSR will take the first reading of the concentrator hours meter. The meter reading will be entered into the BOC computer system.

This will issue a refund paid by bank transfer (BACS), directly into your account. It is essential that you confirm to us your electricity provider to allow us to calculate the correct level of reimbursement. We will reimburse at the lowest available tariff in your region, unless we have your electricity provider details. If you have not yet given us this information, please ring our Patient Service Centre on 0800 136 603.

The service visit

It is very important your concentrator is first serviced after 3 months and then every 6 months after so that we can ensure it is in full working order. During these visits we can also check that you have enough cannulae/masks.

The ongoing process

Future concentrator service visits will be planned at six monthly intervals when a meter reading will be taken by our PSR and a refund will be issued. In between these visits we will arrange to send you an estimated refund. Therefore 3 months after the concentrator service visit you will receive a further refund which is based on an estimate calculated by our computer system.

How do we calculate the estimated refund?

The computer is able to estimate the hours the concentrator has been used based on the readings taken at installation and also at the first service. If your oxygen usage has changed and you have been over or underpaid then we will rectify this at the next refund.

Month 1
Install

Month 3
Service by PSR resulting in refund

Month 6
Estimated payment based on previous actual usage

Month 9
Service by PSR resulting in refund

Month 12
Estimated refund based on previous actual usage

Troubleshooting.

Problem	Probable cause	Your Action
Yellow LED (Light Emitting Diode) is illuminated, red LED is blinking and the audible alarm is sounding continuously.	Average oxygen purity in the cylinder is below 90%.	Press the start/stop button. Disconnect the cylinder from the device and empty it outside. **Do not use the cylinder prior to emptying.** Check the flow meter on the concentrator and verify the flow is ≤ 3 LPM (5 L concentrator). Wait 5 minutes. Attach the cylinder and press the start/stop button. If the problem persists, contact BOC on **0800 136 603**.
Power switch is on but no LEDs are illuminated.	Device is not plugged in or there is a power failure.	Check the power outlet and verify that the device is plugged in.
Cylinder is connected, at least one blue LED is illuminated, but fill will not start.	Cylinder is not fully connected.	Press the cylinder release button and remove the cylinder. Verify there is no obstruction to the cylinder fill connection. Retry connecting the cylinder with firm downward force. **Do not lubricate the cylinder fitting with oil or grease.** If the problem persists, contact BOC on **0800 136 603**.
	Internal part failure.	
	Start button isn't depressed.	Depress start button.
Yellow LED is blinking with periodic beep.	Low oxygen pressure.	Press the start/stop button. Verify that the oxygen concentrator and UltraFill are connected properly. Check for pinched or obstructed tubing. Verify that the cylinder regulator or conserver is in the OFF position. If the problem persists, contact BOC on **0800 136 603**.
	Cylinder regulator or conserver may not be in the OFF position.	

Problem	Probable cause	Your Action
Yellow LED is illuminated.	The UltraFill device has detected low oxygen purity.	Press the start/stop button. Check the flow meter on the concentrator and verify the flow is ≤ 3 LPM (5 L concentrator). Wait 5 minutes and press the start/stop button. If the problem persists, contact BOC on 0800 136 603.
Red LED is illuminated and the audible alarm is sounding continuously.	The device has detected a system malfunction.	Turn off the device and wait 5 minutes. Restart the device. If the problem persists, contact BOC on 0800 136 603.
One blue LED is flashing but the cylinder pressure is not increasing.	Internal part failure.	Press the cylinder release button and remove the cylinder. Verify there is no obstruction to the cylinder fill connection. Do not lubricate the cylinder fitting with oil or grease. Reconnect the cylinder. Press the start/stop button. If the problem persists, contact BOC on 0800 136 603.
Cylinder is connected but no blue LEDs are illuminated.	Cylinder is not fully connected.	Press cylinder release button and remove cylinder. Verify there is no obstruction to cylinder fill connection. Retry connecting cylinder with firm downward force. Do not lubricate the cylinder fitting with oil or grease. If the problem persists, contact BOC on 0800 136 603.

If you are visually impaired and require a large print copy, please contact us.

BOC Healthcare is an authorised distributor of UltraFill manufactured by Philips Respironics®. Pictures are courtesy of Philips Respironics®.

Contact us.

Our normal working hours are Monday to Friday 8 am until 5.30 pm.
We are open 24 hours for emergencies only.

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